

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, April 26, 2013
10:00 AM - 1:45 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 119

MEMBERS PRESENT

John Barrett
Ron Bitterli
Valerie Burns*
Charles Drake
Karl Heckart, Chair
Jennifer Gilbertson
Randy Kennedy
Cary Meister
Jared Nishimoto
Eloise Price
Kyle Rimel
James Towner

GUESTS

Steve Ballance, *Maricopa Superior Court*
Nick Felber, *Yuma Superior Court*
Co Horgan, *Gilbert Muni Court*
Rona Newton*, *PACC*
Elise Piatt, *Triadvocates Inc.*
Teri Softley, *Apache Superior Clerk's Office*

MEMBERS ABSENT

Mohyeddin Abdulaziz
Myron Pecora
Thomas Watson

AOC STAFF

Adele May, *ITD*
Claudia Bethge, *ITD*
Stewart Bruner, *ITD*
Eric Ciminski, *ITD*
Ridge Franks, *ITD*
Denise Lundin, *CSD*
Melonie Potteiger, *ITD*
Steven Scales, *ITD*
Jethro Sheridan, *ITD*

* indicates appeared via telephone

WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 10:00 a.m. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the December 7th, 2012 TAC meeting. Cary Meister suggested minor amendments to some wording in the minutes.

MOTION

A motion was made and seconded to accept the minutes of the December 7, 2012 TAC meeting as amended. The motion passed unanimously.

UPDATE**KEY PROJECT UPDATES**

Karl Heckart

Karl shared current details about several statewide initiatives of note, including these:

- Following reversal of the vendor selection for e-filing by a protest that was upheld, a 2-year extension was signed with the current vendor. The focus is now expanding the Pima Superior Court implementation beyond pilot phase, implementing full party matching, installing a disaster recovery system at the Administrative Office of the Courts (AOC) data center, and optional e-Service for attorneys. Members from rural courts questioned whether e-filing would spread to them during the two-year window. Karl mentioned that ownership of interchange languages is a legal gray area and whether e-filing will spread using the current vendor depends on the resolution of intellectual property disputes about the XML schema and various vendor extensions to it. A Request for Proposal (RFP) is being prepared to locate a replacement product to implement at the end of the extension. There is still a possibility of internally constructing a replacement using Foundation or ACE as the basis.
- A contract for the eAccess project, led by Eric Ciminski, has been signed and work is now underway to open the door on an electronic document repository in September.
- The selection of an eBench solution is underway after three vendors responded to that RFP. Pima Superior has volunteered to be the pilot and AOC will attempt to gauge the impact of operating over the statewide network. Judges are being informed of the intention to provide automation to them, but, prior to selection, no product exists to demonstrate for them. More sharing is being planned for the courts' annual conference this summer. Rural court members expressed concern that product selection driven by urban judges will not yield a solution that is sufficiently robust to address needs of "jack-of-all-trades" judges in smaller jurisdictions.
- Mesa continues to lead efforts to tailor the AJACS system to large volume limited jurisdiction (LJ) courts. Code entry and data conversion are shaping up to be extensive tasks. The final incremental release of the code necessary for Mesa to go live will be delivered May 15. AOC is targeting Apache Junction Municipal Court as a possible pilot court, implementing before Mesa, followed by a justice court. Those courts will enable trainers to gather data about the most effective strategy and timeline for user training.
- ADRS rollouts continue but the pace has been slowed by significant limitations of DPS's communication switch. Frustration is rising and AOC is escalating the issue within DPS. ACJC continues to invest in ADRS as a very worthwhile project for justice partners.

- The date for JOLTSaz/AGAVE/CAMMS implementation is May 20. Rona Newton shared that resources lent from the superior court addressed the problems from the failed conversion attempt in February.
- Windows Blue is rumored to remedy the lack of a boot-to-desktop option in Windows 8 and thereby enable a non-touch interface for desktop computers in courts. Courts need to divide up hardware by role – counter clerks need desktops, but probation officers and judges typically don't. Microsoft consultants have exposed several key infrastructure items that must be updated before Windows 8 can be installed. More important in the refresh decision may be Microsoft's change in their model from "owning" to "subscribing" for operating systems and productivity applications. With that come frequent incremental changes in place of a single software release every few years. This approach favors more of a rolling hardware refresh with machines being left in the field even longer than in the past. John Barrett mentioned a move toward desktop virtualization in Maricopa County. Members discussed the BYOD movement and local approaches to managing personal devices on the network as well as the complication brought by work e-mail being mixed with personal e-mail when a public records request appears. Karl and John reviewed the result of pilots that connected tablets to network resources using Citrix. Current applications are not conducive to touch-device usage, but eBench may fill that gap for judges. Laws and resulting employee policies will need to catch up with the technology-enabled culture.

REVIEW**ADDITIONAL E-CITATION XML STANDARD FOR AJACS**

Ridge Franks

Ridge Franks, e-Citation Product Manager at the AOC, reviewed a recent effort spearheaded by the AJACS LJ CMS business team to expand the XML specification for e-Citation to accommodate four types of complaints (ATTC, Photo, Parking, and Long Form) within AJACS, and detailed the elements specific to each complaint type. The AZTEC code remains to prevent breakage of any case management system (CMS) processes. Ridge is meeting with each of the seven current vendors to explain their need to support both the AZTEC specification and the new AJACS specification as well as to discuss impacts on print utilities for those that have them. The initial court to use the new specification will be either Mesa Muni (2 vendors and prosecutor) or Apache Junction Muni. Members expressed no concerns about the additional XML specification for AJACS.

UPDATE**ENTERPRISE ARCHITECTURE UPDATE**

Steven Scales

Steven Scales, Enterprise Architecture Manager at the AOC, focused attention on advantages of constructing a central case index (CCI) and progress with expanding the CCI architecture from the current single-application model to a multi-application or enterprise model. He displayed graphics detailing the feeds from CCI to and from various systems that provide and consume data including, eAccess, e-Filing, NICS mental health and gun check, statistical reporting, and a possible warehouse of juvenile data. He described the distinction between common indexes and specific indexes that prevent certain data prohibited by Supreme Court Rule 123 from being accessed. Steve walked through the security zones and processes that support the public purchase of a document, performing mental health checks, and statistical reporting. He answered members' questions about the CCI, ROAM index creation, and the security approach for

requests made by the CCI to the central document repository (CDR). Karl justified why sealed and restricted documents are sent to the CDR and the use of CMS data as the primary source of determining whether the document will be shown or not. Clerks need to be made aware of the significance of mislabeling case types or security levels in the CMS docket. In light of the security risk discussed, Karl pointed out that AJC would need to make a policy decision not to require transfer of certain documents since all case-related documents are currently in scope.

Steve provided a general timeline for the ongoing eWarrant project and announced his intention to pursue an extension of the federal grant for the analysis and design phase. He provided progress on the formation of a steering team and focus group meetings around the state. He described the areas of warrants being focused on and the goal of eventually folding in the others in the list to meet the goal of an all-encompassing statewide warrant system. ACJC continues to be involved in the policy and funding dimensions of the project.

DISCUSS**NETWORK BANDWIDTH IMPACT OF LOCAL PROJECTS**Karl Heckart /
Various

Karl pointed out the rapid increase in Internet bandwidth across the state coupled with the voracious appetite for bandwidth shown by new applications and help facilities. Usage rapidly grows to consume whatever additional bandwidth is added. He instructed members to inform AOC of any upcoming needs for increases in bandwidth or priority traffic so a discussion can take place ahead of time. In response to a question, Karl indicated that sufficient overhead doesn't exist to monitor all network links at all times, but specific links can be monitored for specific times to investigate a problem. Members discussed the possibility of using alternative networks in order to keep from obstructing processes running on AJIN.

UPDATE**ADVISORY COMMITTEE ON ELECTRONIC RECORDS RETENTION UPDATE**

Stewart Bruner

Staff member Stewart Bruner briefly reviewed the events that led to formation of a committee to consider four key questions about electronic court documents as background for codifying treatment of electronic documents throughout their entire lifecycle. About 20 leaders from throughout the courts have been appointed to react to the fundamental issues in the electronic realm in comparison to the policies written in the paper world. He previewed Karl's introductory presentation that will be delivered at the initial committee meeting including the key questions. Karl commented on the irony of finally creating automation promised years ago for removal according to record retention schedules only to be told not to take any action.

UPDATE**LOCAL ONBASE EDMS UPGRADE / SUPPORT TIMELINE**

Jethro Sheridan

Jethro Sheridan from AOC Infrastructure Operations reminded members of the importance of upgrading local OnBase systems to version 11 SP2 by June 30, 2013 to address various document transfer issues. He showed two updated timelines of release dates for newer versions of the software: one to support a PC refresh using Windows 7 and Internet Explorer 9 and a separate one to support Windows 8 with Internet Explorer 10. He announced Hyland's intention

to slow new releases to one per year going forward. Stewart encouraged members to begin testing OnBase 12.2 and planning for that upgrade once their 11 SP2 activities are complete.

DISCUSS**COURTS' INPUT FOR COT PRESENTATION JUNE 7****Karl Heckart /
Roundtable**

Karl facilitated a roundtable discussion of local issues and successes to bring to the attention of COT members via the TAC report at the June 7 annual meeting.

- Karl started the conversation by mentioning the need for a cloud computing policy.
- Cary Meister and Nick Felber mentioned the success of the remote interpreter program, a new predictive dialer to remind those having court obligations to pay, and the ongoing benefits of remote assistance via kiosk for the Judicial Assistance Unit in Yuma. Karl added that pressure will increase for local revenue generation over the next few years.
- Eloise Price mentioned her preference for a rolling PC refresh schedule and the positive perception of the “Tue-Stay Safe” effort for weekly virus scanning of all PCs on the network. She expressed concern for general lack of CourTools reporting out of AJACS in Gila causing lots of manual processing. Valerie Burns added her displeasure with the reports in Yavapai, adding that very few reports are working after two years of work by the reports committee. Jared Nishimoto brought up perceived deficiencies in the SSRS product AOC supplies to courts and the advantages of using Crystal to create county/local reports, prompting a broad discussion of various failure points for statistical reports and ideas for generating better working reports. Ellie also expressed a desire to obtain a mobile application for Juvenile Probation that could be used in the courtroom.
- Charles Drake suggested an effort to standardize the format of ATTCs, long form complaints, and parking tickets across all vendors in the state.
- Jared shared that printing lead sheets for scanning is so cumbersome that two local courts in Coconino are giving up on disconnected scanning. He recommended a paperless bar code process be created to transfer metadata to OnBase. Jared also expressed frustration with inaccuracies in the AJACS data dictionary. Jared expressed hope that the new FARE contract would enable a standard pre-adjudication payment facility for use in courts statewide. Karl explained that the contract enables it but no facility is built. Members discussed the recovery of credit card processing costs.
- Randy Kennedy mentioned a skip tracing error introduced by Xerox last fall that caused a massive influx of calls to his court and frustration about ongoing issues with MVD reporting.
- Val Burns asked for consideration of a lower annual fee for devices plugged into the AJIN network but for which AOC is never expected to provide support. This relates to the “Amphibian” support category discussed in previous TAC meetings this year. New SLAs would be required to govern the new support category behind the pricing. Jared suggested bandwidth based pricing rather than device-based pricing
- Jared tacked on an item about statewide videoconferencing and a policy about conducting official court business on a direct connection system only while other things can take place across the Internet.

CALL TO THE PUBLIC

Karl Heckart

Stewart issued a reminder about the upcoming Arizona Digital Government Summit in Phoenix May 22 and 23. He has placed a link to the information page on the meeting website for reference and assured members his annual request for COJET accreditation is in process. After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 2:40 p.m.

Upcoming Meetings:

June 7, 2013 (COT)	AOC – Conference Room 106
August 9, 2013	AOC – Conference Room 230

MEETING ADJOURNED

2:40 PM